American Customer Satisfaction Index

Recreational Visitors

U.S. Army Corps of Engineers

Customer Satisfaction Study

Final Report
November 2005

FEDERAL CONSULTING GROUP
A function of the US Department of the Treasury

ACSI
American Customer Satisfaction Index™

CFI Group
Claes Fornell International

Table of Contents

Chapter I

Introduction & Methodology

a. Introduction

This is the fifth-year report on customer satisfaction of residents of the United States who have visited a U.S. Army Corps of Engineers (USACE) lake or river for the purpose of recreation in the past two years. The methodology used for this study is that of the American Customer Satisfaction Index (ACSI) which combines survey input with cause and effect modeling to produce indices of satisfaction, and the drivers and outcomes of satisfaction.

The methodology used for this study is that of the American Customer Satisfaction Index (ACSI) which combines survey input with cause and effect modeling to produce indices of satisfaction, and the drivers and outcomes of satisfaction.

Since 1994, the American Customer Satisfaction Index has been a national indicator of customer evaluations of the quality of goods and services available to U.S. residents. It is the only uniform, cross-industry/government measure of customer satisfaction. It produces indices of satisfaction, its causes and effects, for 10 economic sectors, 41 industries, 200 private sector companies, two types of local government services, the U.S. Postal Service, and a substantial portion of federal government. ACSI allows benchmarking between the public and private sectors, and for each customer segment, between one year's result and the next. ACSI is a useful tool for improving practices and processes. It shows how customers evaluate the activities OPM does and identifies which of these activities has the most impact on the perception of the quality the agency delivers. Results can be used to prioritize future efforts to improve quality and, through quality, customer satisfaction and the desired outcome, Federal Retiree Trust.

This study is produced by the National Quality Research Center, Ross School of Business at the University of Michigan,[1] CFI Group, and the Federal Consulting Group.

[1] The University of Michigan Business School was renamed the Ross School of Business at the University of Michigan in late 2004.

b. Overview of ACSI Methodology

ACSI uses a tested, multi-equation econometric model, shown in Figures 1-3. Inputs into the cause and effect model come from a telephone survey of a random sample of customers of each measured company/agency. For private sector industries, company scores for satisfaction (ACSI) and other model components are weighted by company revenues to produce industry indices. Industry indices are weighted by revenues to produce economic sector indices. The sector indices, in turn, are weighted by the sector's contribution to the Gross Domestic Product (GDP) to produce the national ACSI. For the federal government agencies, each is weighted by the budget expended on activities for the chosen customer segment to produce a federal government ACSI.

The ACSI is updated on a rolling basis with data from 1-2 sectors collected each quarter and used to replace data collected the prior year. Each company or agency is measured annually.

Each federal government agency serves many segments of the public, both those internal to government and external users. For the ACSI measurement, each agency was asked to identify a major customer user segment, central to its mission, for which to measure satisfaction, and the causes and effects of that satisfaction.

c. Customer Segment Choice

U.S Army Corps of Engineers (USACE) chose as its customer segment residents of U.S. who have visited an Army Corps of Engineers lake or river for the purpose of recreation in the past two years.

d. Customer Sample

Replicate, national, random-digit-dial samples of telephone households were selected for screening. Random-digit-dial (RDD) assures inclusion of both listed and unlisted telephones in proportion to the number of filled numbers in each area code and exchange.

At each household, the adult to be interviewed was selected as the individual who had a birthday closest to the date of interview. That adult was then asked if he or she had visited a recreation lake or river site within the past two years. If that adult said, "Yes," he or she was then asked, "What is the name of the area you visited most recently and in what state was that?" The site was matched against a computerized database of all USACE sites accessible to the interviewer. The site identified by the respondent was compared with this database to assure that the visited site was an actual USACE site. The list of sites visited in the survey is shown at the beginning of Appendix B.

Using the above procedure, two hundred and fifty-eight (258) interviews were completed.

e. Questionnaire and Interviewing

The questionnaire used is shown in Appendix A. It was designed to be agency-specific in terms of activities and outcomes, and introductions to the questionnaire and to specific question areas. However, it follows a format common to all federal agency questionnaires, one that allows cause and effect modeling using the ACSI model.

Customer interviews were conducted by telephone between August 9 and September 22, 2005, by the professional interviewers of Market Strategies, Inc. working under monitored supervision from a central phone room. Interviewers used CATI (computer-assisted-telephone-interviewing) terminals programmed for the specific questionnaire.

f. Customer Responses

Customer responses to all questions are shown as frequency tables in Appendix B. Appendix B also shows the means of all scaled questions.

The 258 respondents identified 139 unique USACE sites, with no site receiving more than 7 mentions. This is consistent with all previous studies, in which the data collection effort on which the USACE results are based captured a representative sampling of USACE sites that are geographically diverse with no sites dominating disproportionately in the sample.

A demographic profile of those who responded to the USACE survey shows that 48% are males, 52% females. The average age of respondents is 48, with 30% under the age of 40 and only 14% 65 or older.

76% have at least some college education and slightly more than 45% are college graduates. 7% are of Hispanic, Latino, or Spanish ethnicity; by race 89% are white; 3% black/African American; 2% American Indian/Alaska native; and 5% other. By income respondents are 11% under $20,000, 36% $20,000-$60,000, and 39% $60,000 or more; 14% refused to answer the income question.

Chapter II

ACSI Results

a. Model Indices

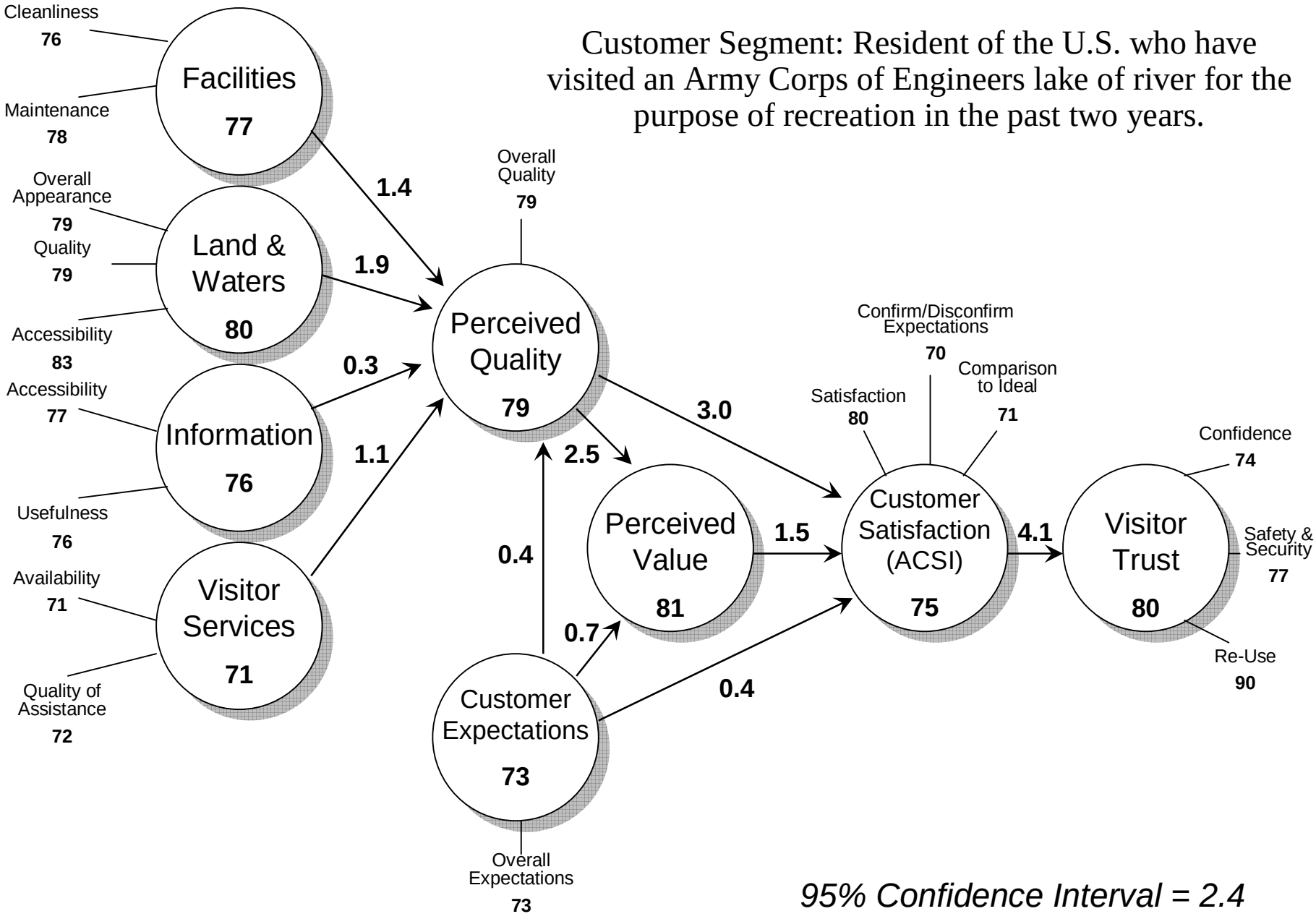
The government agency ACSI model is a variation of the model used to measure private sector companies. Both were developed at the National Quality Research Center of the Ross School of Business at the University of Michigan. Whereas the model for private sector, profit-making, companies measures Customer Loyalty as the principal outcome of satisfaction (measured by questions on repurchase intention and price tolerance), each government agency defined the outcome most important to it for the customer segment measured. Each agency also identified the principal activities that interface with its customers. The effects of these activities on customer satisfaction/dissatisfaction are estimated by the model.

Thus the model, shown in the following figure for USACE, should be viewed as a cause and effect model that moves from left to right, with Customer Satisfaction (ACSI) in the middle. The circles are multi-variable components that are measured by multiple questions (question topics are shown at the tips of the small arrows). The large arrows connecting the components in the circles represent the strength of the effect of the component on the left to the one to which the arrow points on the right. These arrows represent "impacts." The larger the number on the arrow, the more effect the component on the left has on the one on the right.

The 2005 USACE model for residents of the U.S. who have visited an Army Corps of Engineers lake or river for the purpose of recreation in the past two years is shown as Figure 1. The meanings of the numbers shown in the model are the topic of the rest of this chapter.

USACE

Customer Segment: Resident of the U.S. who have visited an Army Corps of Engineers lake of river for the purpose of recreation in the past two years.



95% Confidence Interval = 2.4

b. Satisfaction: ACSI

The ACSI is a weighted average of three questions, Q11, Q12, and Q13, in the questionnaire in Appendix A. The questions are answered on 1-10 scales, but the weighted average is transposed and reported as an index on a 0-100 scale.[2] The three questions measure: Overall satisfaction (Q11); Fallen short of or exceeded expectations (Q12); and Comparison to an ideal (Q13). The model does the weighting to maximize the effect of satisfaction on the agency outcome at the bottom right of the model in Figure 1.

The 2005 Customer Satisfaction (ACSI) score for residents of the U.S. who have visited an Army Corps of Engineers lake or river for the purpose of recreation in the past two years is 75 on a 0-100 scale. This is unchanged from last year's Customer Satisfaction (ACSI) score and reflects a stable hold on improved satisfaction over the past three years compared with the period of 2001-2002. The score of 75 is slightly higher than the both the federal government average (ACSI of 72.1 as of December 2004) and the private sector average (ACSI of 73.1 as of the 2nd quarter of 2005).

Table 1: ACSI Scores Over Time

	2005	**2004**	**2003**	**2002**	**2001**
Customer Satisfaction (ACSI)	75	75	76	73	71

c. Drivers of Satisfaction

In conjunction with ACSI researchers, USACE identified four activities that interface with its visitors for measurement. These are the same four "drivers" of satisfaction selected for the first USACE study. These drivers are: Facilities, measured by questions on the cleanliness (Q2) and overall maintenance (Q3) of USACE facilities; Land & Water, measured by questions on the overall appearance (Q4) and the accessibility (Q5) of the lands and waters at USACE sites plus a new question for 2005 (Q4a) on the quality of the lands and waters for the specific recreational activities customers engaged in; Information, measured by questions on the accessibility (Q6) and usefulness (Q7) of information USACE provided to visitors; and Visitor Services, measured by questions on the availability (Q8) and quality (Q9) of assistance provided visitors to USACE sites. The indices for each of the three activities are weighted averages of these questions.

Three other components are major drivers of satisfaction. The first is the customer's expectations of the overall quality of USACE as an agency with which to do business -- expectations prior to use or, for longer term users, prior to recent use (Q1). The second is his/her perception of the overall quality of USACE as an agency with which to do business after having had experience doing such business. (Q10). The third is the customer's perceptions of the value of the product and services received – including both the customer's perceptions of the price given the quality (Q10a), and the quality given the price (Q10b).

[2] The confidence interval for this agency's customer segment is plus or minus 2.4 points on a 0-100 scale at the 95% confidence level.

Table 1: Drivers of Satisfaction					
Activities That Drive Satisfaction:					
	2005	**2004**	**2003**	**2002**	**2001**
FACILITIES	77	77	79	77	73
LAND & WATERS	80	82	84	81	79
INFORMATION	76	74	75	76	71
VISITOR SERVICES	71	71	72	71	66
Major Drivers of Satisfaction					
PERCEIVED VALUE	81	80	81	80	NM
CUSTOMER EXPECTATIONS (Anticipated Quality)	73	75	73	72	69
PERCEIVED QUALITY (Experienced Quality)	79	79	80	79	76

There are no statistical changes among any of the drivers of satisfaction this year, consistent with the stable ACSI score of 75 over the past two years. Since the 2001 baseline measure, Lands & Waters is statistically stable (80 in 2005 compared with 79 in 2001); however, all other drivers are significantly improved by 3-5 points.

Among the four USACE-identified activities which drive satisfaction, Land & Waters scores highest, as it has in each of the five years. This year it declined a non-significant 2-points, following a similar 2-point decline between 2003 and 2004. Accessibility is unchanged while overall appearance of land and waters declined 2 points to 79; likewise the rating of the new question on quality of lands and waters for specific recreational activities scores a 79. Facilities scores second highest at 77, unchanged from a year ago. Cleanliness of facilities is statistically unchanged (up 1 point to 76), and maintenance of facilities is unchanged for 2005 after declining a significant 3 points between 2003 and 2004. Information improves a non-significant 2 points to 76, equal to its all-time high for the five years in 2002, with both accessibility and usefulness of information improving by 2 points. Visitor Services scores lowest at 71, unchanged from a year ago. Visitor Services has always been the low-scoring driver in the model, with its highest result, a 72 in 2003, lower than the lowest score reported for any of the other drivers over the five years of measurement. Visitors rate the availability of services slightly higher, up 2 points to 71, but the quality of assistance slightly lower, down 2 points to 72; the combination results in no change for the overall driver. Visitor Services has improved from a rather low score of 66 in the baseline study but has remained very stable at 71-72 ever since without further improvement.

Of the three major drivers of satisfaction, customer expectations is actually down slightly, though not significantly, by 2 points to 73. Quality is unchanged and value is up a non-significant 1-point. Quality surpasses expectations by a significant of 6 points. This means that customers continue to perceive that the quality of services they receive surpasses their expectations, a perception that has existed throughout the five years of the study. Value continues to score well, even slightly

higher than quality and remains a strong driver of satisfaction, as a rating of the quality of USACE sites given the fees visitors pay to enter and use them. Clearly the strong value rating is an indication that users do not consider the prices paid for access and use of USACE sites out of sync with the quality of their experiences.

d. Outcomes of Customer Satisfaction

Customer Complaints

For a fourth year USACE personnel decided not to measure customer complaints, given the negligible one-percent of visitors who indicated they complained in the baseline study.

Visitor Trust

The outcome USACE wants from satisfied customers is Visitor Trust. Visitor Trust for this modeling was measured by three questions: how confident are you that the Army Corps of Engineers will do a good job in the future of providing recreational sites on lakes and rivers? (Q14); how safe and secure do you feel visiting a USACE recreational site (Q15); and how likely is it that you will visit an Army Corps of Engineers recreation site again in the future? (Q16).

The index of Visitor Trust is 80 on a 0-100 scale. This is down a single, non-significant point from a year ago, but still a strong measure of trust. All three components of trust are down a non-significant 1 point from a year ago. Visitors indicate an extremely high degree of likelihood to return to a USACE site in the future (score of 90). Visitors' assessment of safety and security at the sites scores rather lower (77), and confidence in the job USACE will do in the future to provide recreational sites on lakes and rivers scores lowest of the three components at 74.

e. Using the Model

Now, it is time to consider again the model for USACE to examine the multivariate components in context, and to look at the effects, or "impact" of each component on subsequent components.

In this year's study, Land & Waters has the highest impact at 1.9, while Facilities and Visitor Services have slightly smaller, roughly equal impacts of 1.4 and 1.1 respectively. Finally, Information has a negligible impact of 0.3. Since Land & Waters already scores relatively high, further improvements in this activity, while by no means impossible, will be more difficult to achieve. Visitor Services remains the best area for leveraging improvements in overall satisfaction with USACE sites, as it has a reasonably strong impact (1.1) and by far the lowest score of the four drivers (71).

Impact scores should be read as the effect on the subsequent component if the component at the tail of the arrow were to be improved by 5 points. Thus if Visitor Services were improved by 5

points (from 71 to 76), Perceived Quality would go up from 79 to 80.1. Customer Satisfaction (ACSI) would, in turn increase by 0.9 to become 75.9 (which would round to 76).[3]

f. Summary

The results for the ACSI study of visitors to recreational sites managed by the U.S. Army Corps of Engineers are unchanged from a year ago. Customer satisfaction is very stable for a third straight year after healthy improvement from the baseline results of 2001. The quality of lands and waters remains high and facilities and information also have fairly strong ratings, although there is of course always room for further improvement in all three areas. It seems that for USACE to take satisfaction to the next level, the best opportunity for improvement lies in visitor services. This component of satisfaction has always scored the lowest and was a critical element in the initial boost in satisfaction from the baseline study. However, the rating for visitor services has leveled off in the range of 71-72 after that first bump up from 66 in the baseline measure and continues to score rather low relative to other measures in the model. Since these services have a relatively strong impact on satisfaction, making the quality of services better and more accessible to recreational users should benefit USACE by raising overall satisfaction with its recreational sites.

USACE has a great opportunity to further improve the satisfaction it delivers: users already perceive their experiences to be a good value and indicate a high degree of likelihood to return to these recreational sites in the future. Whether they will do so depends on the ability of USACE to continue to maintain these sites at a high level of satisfaction, and in particular improving visitor services may increase visitor trust in terms of not only users' likelihood to return to USACE recreational sites, but also their feelings of safety and security at the sites and their confidence in USACE to continue to manage the sites well.

[3] The computation is: Impact of Perceived Quality on ACSI (Impact of Visitor Services on Perceived Quality/5) or 3.0(1.1/5)=.7 + Impact of Perceived Value on ACSI (Increase in Perceived Value from Perceived Quality/5) or 1.4(.6/5)=.2.

APPENDIX A

SURVEY QUESTIONNAIRE

U.S. Army Corps of Engineers (USACE)
Department of Defense
ACSI Gov't 2005

QA. The United States Government manages several types of recreational lake and river sites for vacationing, sightseeing, hiking, fishing, boating, education and other recreational uses. In the past two years have you visited any recreation lake or river site?

1 Yes
2 No (TERMINATE)
3 Don't know (TERMINATE)
4 Refused (TERMINATE)

QB. What is the name of the area you visited most recently and in what state was that?

(PROGRAMMING NOTE: IF POSSIBLE, WE WANT LISTS TO BE SET UP BY STATE SO TECHS CAN LOOK-UP SITES BY STATE. ALTERNATIVELY, SET UP ONE LIST THAT TECHS CAN SCROLL THROUGH BY STATE TO FIND WILDLIFE REFUGE SITES)

(CHECK NAME AGAINST ARMY CORPS OF ENGINEERS DATABASE. IF IT MATCHES A NAME OR PLACE, CONTINUE; OTHERWISE, PROBE FOR OTHER SITES OR TERMINATE)

[INSERT CO./BRAND LIST]-------> (CONTINUE)
OTHER (SPECIFY) _____-----> (TERMINATE)
DON'T KNOW/REFUSED ---------> (TERMINATE)

APPEND NAME OF USACE SITE VISITED

Now, I am going to ask you some questions about the Army Corps of Engineers recreation site with which you have had experience. By experience I mean visiting an Army Corps of Engineers recreation site for sightseeing, camping, fishing, hiking, boating, picnicking, or any other use in the past two years.

Q1. Before you visited the Army Corps of Engineers recreation site, you probably knew something about this site. Now think back and remember your expectations of the overall quality of that recreation site. Please give me a rating on a 10 point scale on which "1" means your expectations were "not very high" and "10" means your expectations were "very high."

How would you rate your expectations of the overall quality of the Army Corps of Engineers recreation site?

[RECORD RATING 1-10]

11 Don't know
12 Refused

Now, let's think about the facilities at the Army Corps of Engineers recreation site such as restrooms, buildings, trails, roads or paths, picnic grounds, campgrounds…

Q2. How clean were the facilities? Again, we will use a 10 point scale on which "1" means "not very clean" and "10" means "very clean." How clean were the facilities?

[RECORD RATING 1-10]

11 Don't know
12 Refused

Q3. Apart from cleanliness, how would you rate the condition and appearance of the facilities? Using a 10 point scale on which "1" means "poor" and "10" means "excellent," how would you rate the condition and appearance of the facilities?

[RECORD RATING 1-10]

11 Don't know
12 Refused

And next, considering the lands and waters at the Army Corps of Engineers recreation site…

Q4. How would you rate the overall appearance of the lands and waters? Using a 10 point scale on which "1" means "poor" and "10" means "excellent," how would you rate the overall appearance of the lands and waters?

[RECORD RATING 1-10]

11 Don't know
12 Refused

Q4A. And how would you rate the quality of the lands and waters for the specific recreational activities you did? Using a 10 point scale on which "1" means "poor" and "10" means "excellent," how would you rate the quality of the lands and waters for your specific recreational activities?

[RECORD RATING 1-10]

11 Don't know
12 Refused

Q5. How accessible were the land and waters? Using a 10-point scale on which "1" means "not at all accessible" and "10" means "very accessible" how accessible were the lands and waters?

[RECORD RATING 1-10]

11 Don't know
12 Refused

And thinking about information provided by the Army Corps of Engineers such as visitor information and signs…

Q6. How accessible was information about recreational sites managed by the Army Corps of Engineers? Using a 10-point scale on which "1" means "not at all accessible" and "10" means "very accessible" how accessible was information about Army Corps of Engineers recreational sites?

[RECORD RATING 1-10]

11 Don't know
12 Refused

Q7. How useful was the information you obtained about Army Corps of Engineers recreational sites? Using a 10-point scale on which “1” means “not at all useful” and “10” means “very useful” how useful was information about Army Corps of Engineers recreational sites?

[RECORD RATING 1-10]

11 Don’t know
12 Refused

And thinking about the visitor services at the Army Corps of Engineers recreational site you visited…

Q8. How would you rate the availability of visitor services at that recreational site? Using a 10 point scale on which “1” means “poor” and “10” means “excellent,” how would you rate the availability of visitor services?

[RECORD RATING 1-10]

11 Don’t know
12 Refused

Q9. How would you rate the quality of the visitor services in terms of providing useful information and assistance you needed? Using a 10 point scale on which "1" means "very poor quality" and "10" means "very high quality," how would you rate the quality of the visitor services?

[RECORD RATING 1-10]

11 Don’t know
12 Refused

Q10. Please consider all your experiences in the past two years with Army Corps of Engineers recreational sites. Using a 10 point scale, on which "1" means "very poor quality" and "10" means "very high quality," how would you rate the OVERALL QUALITY of Army Corps of Engineers recreational sites?

[RECORD RATING 1-10]

11 Don’t know
12 Refused

(RANDOMIZE Q10A AND Q10B)

Q10A. (FIRST/NEXT) Given the quality of the Army Corps of Engineers site you visited, how would you rate the recreational fees that you paid? Please use a 10 point scale on which "1" means "very poor price given the quality" and "10" means "very good price given the quality."

[RECORD RATING 1 - 10]: ____

11 Don't know
12 Refused

Q10B. (FIRST/NEXT) Given the recreational fees that you paid when you visited an Army Corps of Engineers site, how would you rate the quality of the recreational site? Please use a 10 point scale on which "1" means "very poor quality given the price" and "10" means "very good quality given the price."

[RECORD RATING 1 - 10]: ____

11 Don't know
12 Refused

Satisfaction includes many things. Let's move on and talk about your overall satisfaction with Army Corps of Engineers recreational sites …

Q11. First, please consider all your experiences to date with Army Corps of Engineers recreational sites. Using a 10 point scale on which "1" means "very dissatisfied" and 10 means "very satisfied," how SATISFIED are you with Army Corps of Engineers recreational sites?

[RECORD RATING 1-10]

11 Don't know
12 Refused

Q12. Considering all of your expectations, to what extent have Army Corps of Engineers recreational sites fallen short of or exceeded your expectations? Using a 10-point scale on which "1" now means "falls short of your expectations" and "10" means "exceeds your expectations," to what extent have Army Corps of Engineers recreational sites fallen short of or exceeded your expectations?

[RECORD RATING 1-10]

11 Don't know
12 Refused

Q13. Forget the Army Corps of Engineers for a moment. Now, I want you to imagine an ideal agency that provides sites for public recreation on lakes and rivers. (PAUSE) How well do you think the Army Corps of Engineers compares with that ideal agency? Please use a 10- point scale on which "1" means "not very close to the ideal," and "10" means "very close to the ideal."

[RECORD RATING 1-10]

11 Don't know
12 Refused

Q14. How confident are you that the Army Corps of Engineers will do a good job in the future of providing recreational sites on lakes and rivers? Using a 10-point scale on which "1" means "not at all confident" and "10" means "very confident," how confident are you that the Army Corps of Engineers will do a good job providing recreational sites?

[RECORD RATING 1-10]

11 Don't know
12 Refused

Q15. Thinking about safety and security at recreational sites managed by the Army Corps of Engineers, how safe and secure do you feel at Army Corps of Engineers recreational sites? Using a 10-point scale on which "1" means "not at all safe and secure" and "10" means "very safe and secure," how safe and secure do you feel at Army Corps of Engineers recreational sites?

[RECORD RATING 1-10]

11 Don't know
12 Refused

Q16. How likely is it that you will visit an Army Corps of Engineers recreation site again in the future? Using a 10 point scale on which "1" means "very unlikely" and "10" means "very likely," how likely is it that you will visit a Army Corps of Engineers recreation site in the future?

[RECORD RATING 1-10]

11 Don't know
12 Refused

Now, we need to ask a few demographic questions for the ACSI consumer profile...

QI1. Within the past six months have you purchased any products or services via the Internet?

1 Yes
2 No
3 Don’t know
4 Refused

QD1. What is your age, please?

[RECORD NUMBER OF YEARS 18-84] _____

98 Don't know
99 Refused

QD2. What is the highest level of formal education you completed? (READ CODES 1-5)

1 Less than high school
2 High school graduate
3 Some college or associate degree
4 College graduate
5 Post-Graduate
6 Don't know
7 Refused

QD3. Are you of Hispanic, Latino or Spanish origin?

1 Yes
2 No
3 Don't know
4 Refused

QD4. Do you consider your race(s) as:
(READ CODES 1-5; ACCEPT UP TO FIVE MENTIONS)

1 White
2 Black/African American
3 American Indian/Alaska Native
4 Asian
5 Native Hawaiian or other Pacific Islander
6 (DO NOT READ) Other race
7 Don't know
8 Refused

QD5. What was your total annual family income in 2004? (READ CODES 1 - 7)

1 Under $20,000
2 $20,000 but less than $30,000
3 $30,000 but less than $40,000
4 $40,000 but less than $60,000
5 $60,000 but less than $80,000
6 $80,000 but less than $100,000
7 $100,000 or more
8 Don't know
9 Refused

QD6. [RECORD GENDER BY OBSERVATION]

1 Male
2 Female

APPENDIX B

FREQUENCIES AND MEANS OF SURVEY QUESTIONS

Q1. Before you visited the Army Corps of Engineers recreation site, you probably knew something about this site. Now think back and remember your expectations of the overall quality of that recreation site. Please give me a rating on a 10 point scale on which "1" means your expectations were "not very high" and "10" means your expectations were "very high."

How would you rate your expectations of the overall quality of the Army Corps of Engineers recreation site?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	3	1.2	1.2	1.2
	2	2	.8	.8	2.0
	3	3	1.2	1.2	3.1
	4	2	.8	.8	3.9
	5	28	10.9	11.0	15.0
	6	26	10.1	10.2	25.2
	7	44	17.1	17.3	42.5
	8	76	29.5	29.9	72.4
	9	29	11.2	11.4	83.9
	10	41	15.9	16.1	100.0
Refused	99	4	1.6	Missing	
	Total	258	100.0	100.0	

Mean 7.508

Valid cases 254 Missing cases 4

- -

Q2. How clean were the facilities? Again, we will use a 10 point scale on which “1” means “not very clean” and “10” means “very clean.” How clean were the facilities?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	3	1.2	1.2	1.2
	2	1	.4	.4	1.6
	3	3	1.2	1.2	2.8
	4	3	1.2	1.2	4.0
	5	19	7.4	7.6	11.6
	6	16	6.2	6.4	17.9
	7	43	16.7	17.1	35.1
	8	65	25.2	25.9	61.0
	9	51	19.8	20.3	81.3
	10	47	18.2	18.7	100.0
Refused	99	7	2.7	Missing	
	Total	258	100.0	100.0	

Mean 7.837

Valid cases 251 Missing cases 7

Q3. Apart from cleanliness, how would you rate the condition and appearance of the facilities? Using a 10 point scale on which “1” means “poor” and “10” means “excellent,” how would you rate the condition and appearance of the facilities?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	2	.8	.8	.8
	3	3	1.2	1.2	2.0
	4	4	1.6	1.6	3.5
	5	19	7.4	7.5	11.0
	6	11	4.3	4.3	15.3
	7	42	16.3	16.5	31.8
	8	74	28.7	29.0	60.8
	9	44	17.1	17.3	78.0
	10	56	21.7	22.0	100.0
Refused	99	3	1.2	Missing	
	Total	258	100.0	100.0	

Mean 7.961

Valid cases 255 Missing cases 3

- -

Q4. How would you rate the overall appearance of the lands and waters? Using a 10 point scale on which “1” means “poor” and “10” means “excellent,” how would you rate the overall appearance of the lands and waters?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	2	.8	.8	.8
	2	1	.4	.4	1.2
	3	1	.4	.4	1.6
	4	5	1.9	1.9	3.5
	5	11	4.3	4.3	7.8
	6	14	5.4	5.4	13.2
	7	39	15.1	15.2	28.4
	8	74	28.7	28.8	57.2
	9	43	16.7	16.7	73.9
	10	67	26.0	26.1	100.0
Don't know	98	1	.4	Missing	
	Total	258	100.0	100.0	

Mean 8.125

Valid cases 257 Missing cases 1

Q4A. And how would you rate the quality of the lands and waters for the specific recreational activities you did? Using a 10 point scale on which "1" means "poor" and "10" means "excellent," how would you rate the quality of the lands and waters for your specific recreational activities?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	2	.8	.8	.8
	2	2	.8	.8	1.6
	3	1	.4	.4	2.0
	4	5	1.9	2.0	3.9
	5	14	5.4	5.5	9.4
	6	11	4.3	4.3	13.7
	7	40	15.5	15.6	29.3
	8	69	26.7	27.0	56.3
	9	47	18.2	18.4	74.6
	10	65	25.2	25.4	100.0
Don't know	98	1	.4	Missing	
Refused	99	1	.4	Missing	
	Total	258	100.0	100.0	

Mean 8.086

Valid cases 256 Missing cases 2

- -

Q5. How accessible were the land and waters? Using a 10-point scale on which "1" means "not at all accessible" and "10" means "very accessible" how accessible were the lands and waters?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	2	.8	.8	.8
	2	2	.8	.8	1.6
	3	1	.4	.4	1.9
	4	4	1.6	1.6	3.5
	5	11	4.3	4.3	7.8
	6	14	5.4	5.4	13.2
	7	32	12.4	12.4	25.6
	8	42	16.3	16.3	41.9
	9	45	17.4	17.4	59.3
	10	105	40.7	40.7	100.0
	Total	258	100.0	100.0	

Mean 8.446

Valid cases 258 Missing cases 0

Q6. How accessible was information about recreational sites managed by the Army Corps of Engineers? Using a 10-point scale on which “1” means “not at all accessible” and “10” means “very accessible” how accessible was information about Army Corps of Engineers recreational sites?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	4	1.6	1.7	1.7
	2	4	1.6	1.7	3.3
	3	5	1.9	2.1	5.4
	4	4	1.6	1.7	7.0
	5	19	7.4	7.9	14.9
	6	19	7.4	7.9	22.7
	7	31	12.0	12.8	35.5
	8	45	17.4	18.6	54.1
	9	37	14.3	15.3	69.4
	10	74	28.7	30.6	100.0
Don't know	98	4	1.6	Missing	
Refused	99	12	4.7	Missing	
	Total	258	100.0	100.0	

Mean 7.860

Valid cases 242 Missing cases 16

- -

Q7. How useful was the information you obtained about Army Corps of Engineers recreational sites? Using a 10-point scale on which “1” means “not at all useful” and “10” means “very useful” how useful was information about Army Corps of Engineers recreational sites?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	8	3.1	3.4	3.4
	2	1	.4	.4	3.8
	3	5	1.9	2.1	5.9
	4	5	1.9	2.1	8.0
	5	23	8.9	9.7	17.7
	6	6	2.3	2.5	20.3
	7	35	13.6	14.8	35.0
	8	49	19.0	20.7	55.7
	9	43	16.7	18.1	73.8
	10	62	24.0	26.2	100.0
Don't know	98	7	2.7	Missing	
Refused	99	14	5.4	Missing	
	Total	258	100.0	100.0	

Mean 7.764

Valid cases 237 Missing cases 21

Q8. How would you rate the availability of visitor services at that recreational site? Using a 10 point scale on which “1” means “poor” and “10” means “excellent,” how would you rate the availability of visitor services?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	11	4.3	4.6	4.6
	2	4	1.6	1.7	6.3
	3	4	1.6	1.7	8.0
	4	10	3.9	4.2	12.2
	5	20	7.8	8.4	20.7
	6	19	7.4	8.0	28.7
	7	31	12.0	13.1	41.8
	8	55	21.3	23.2	65.0
	9	26	10.1	11.0	75.9
	10	57	22.1	24.1	100.0
Don't know	98	4	1.6	Missing	
Refused	99	17	6.6	Missing	
		-------	-------	-------	
	Total	258	100.0	100.0	

Mean 7.367

Valid cases 237 Missing cases 21

- -

Q9. How would you rate the quality of the visitor services in terms of providing useful information and assistance you needed? Using a 10 point scale on which "1" means "very poor quality" and "10" means "very high quality," how would you rate the quality of the visitor services?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	10	3.9	4.3	4.3
	2	5	1.9	2.2	6.5
	3	7	2.7	3.0	9.5
	4	6	2.3	2.6	12.1
	5	23	8.9	10.0	22.1
	6	10	3.9	4.3	26.4
	7	23	8.9	10.0	36.4
	8	66	25.6	28.6	64.9
	9	25	9.7	10.8	75.8
	10	56	21.7	24.2	100.0
Don't know	98	4	1.6	Missing	
Refused	99	23	8.9	Missing	
		-------	-------	-------	
	Total	258	100.0	100.0	

Mean 7.420

Valid cases 231 Missing cases 27

Q10. Please consider all your experiences in the past two years with Army Corps of Engineers recreational sites. Using a 10 point scale, on which "1" means "very poor quality" and "10" means "very high quality," how would you rate the **overall quality** of Army Corps of Engineers recreational sites?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	2	.8	.8	.8
	3	3	1.2	1.2	2.0
	4	5	1.9	2.0	3.9
	5	9	3.5	3.5	7.4
	6	13	5.0	5.1	12.5
	7	44	17.1	17.2	29.7
	8	71	27.5	27.7	57.4
	9	51	19.8	19.9	77.3
	10	58	22.5	22.7	100.0
Refused	99	2	.8	Missing	
	Total	258	100.0	100.0	

Mean 8.082

Valid cases 256 Missing cases 2

- -

Q10A. (FIRST/NEXT) Given the quality of the Army Corps of Engineers site you visited, how would you rate the recreational fees that you paid? Please use a 10 point scale on which "1" means "very poor price given the quality" and "10" means "very good price given the quality."

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	6	2.3	2.5	2.5
	2	2	.8	.8	3.4
	3	1	.4	.4	3.8
	4	5	1.9	2.1	5.9
	5	15	5.8	6.3	12.2
	6	13	5.0	5.5	17.6
	7	25	9.7	10.5	28.2
	8	38	14.7	16.0	44.1
	9	35	13.6	14.7	58.8
	10	98	38.0	41.2	100.0
Don't know	98	6	2.3	Missing	
Refused	99	14	5.4	Missing	
	Total	258	100.0	100.0	

Mean 8.235

Valid cases 238 Missing cases 20

Q10B. (FIRST/NEXT) Given the recreational fees that you paid when you visited an Army Corps of Engineers site, how would you rate the quality of the recreational site? Please use a 10 point scale on which "1" means "very poor quality given the price" and "10" means "very good quality given the price."

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	4	1.6	1.7	1.7
	2	2	.8	.8	2.5
	3	1	.4	.4	2.9
	4	2	.8	.8	3.8
	5	14	5.4	5.8	9.6
	6	6	2.3	2.5	12.1
	7	34	13.2	14.2	26.3
	8	44	17.1	18.3	44.6
	9	36	14.0	15.0	59.6
	10	97	37.6	40.4	100.0
Don't know	98	4	1.6	Missing	
Refused	99	14	5.4	Missing	
		258	100.0	100.0	
	Total				

Mean 8.371

Valid cases 240 Missing cases 18

- -

Q11. First, please consider all your experiences to date with Army Corps of Engineers recreational sites. Using a 10 point scale on which “1” means “very dissatisfied” and 10 means “very satisfied,” how **satisfied** are you with Army Corps of Engineers recreational sites?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	2	.8	.8	.8
	2	4	1.6	1.6	2.3
	4	3	1.2	1.2	3.5
	5	12	4.7	4.7	8.1
	6	9	3.5	3.5	11.6
	7	34	13.2	13.2	24.8
	8	68	26.4	26.4	51.2
	9	55	21.3	21.3	72.5
	10	71	27.5	27.5	100.0
		258	100.0	100.0	
	Total				

Mean 8.229

Valid cases 258 Missing cases 0

Q12. Considering all of your expectations, to what extent have Army Corps of Engineers recreational sites fallen short of or exceeded your expectations? Using a 10-point scale on which "1" now means "falls short of your expectations" and "10" means "exceeds your expectations," to what extent have Army Corps of Engineers recreational sites fallen short of or exceeded your expectations?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	5	1.9	2.0	2.0
	2	3	1.2	1.2	3.2
	3	3	1.2	1.2	4.4
	4	7	2.7	2.8	7.1
	5	36	14.0	14.3	21.4
	6	19	7.4	7.5	29.0
	7	46	17.8	18.3	47.2
	8	64	24.8	25.4	72.6
	9	36	14.0	14.3	86.9
	10	33	12.8	13.1	100.0
Don't know	98	3	1.2	Missing	
Refused	99	3	1.2	Missing	
		---	---	---	
	Total	258	100.0	100.0	

Mean 7.262

Valid cases 252 Missing cases 6

Q13. Forget the Army Corps of Engineers for a moment. Now, I want you to imagine an ideal agency that provides sites for public recreation on lakes and rivers. (PAUSE) How well do you think the Army Corps of Engineers compares with that ideal agency? Please use a 10- point scale on which "1" means "not very close to the ideal," and "10" means "very close to the ideal."

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	6	2.3	2.5	2.5
	2	4	1.6	1.6	4.1
	3	3	1.2	1.2	5.3
	4	9	3.5	3.7	9.1
	5	20	7.8	8.2	17.3
	6	23	8.9	9.5	26.7
	7	48	18.6	19.8	46.5
	8	55	21.3	22.6	69.1
	9	32	12.4	13.2	82.3
	10	43	16.7	17.7	100.0
Don't know	98	4	1.6	Missing	
Refused	99	11	4.3	Missing	
	Total	258	100.0	100.0	

Mean 7.370

Valid cases 243 Missing cases 15

- -

Q14. How confident are you that the Army Corps of Engineers will do a good job in the future of providing recreational sites on lakes and rivers? Using a 10-point scale on which “1” means “not at all confident” and “10” means “very confident,” how confident are you that the Army Corps of Engineers will do a good job providing recreational sites?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	11	4.3	4.3	4.3
	2	1	.4	.4	4.7
	3	5	1.9	2.0	6.7
	4	8	3.1	3.2	9.9
	5	16	6.2	6.3	16.2
	6	17	6.6	6.7	22.9
	7	39	15.1	15.4	38.3
	8	48	18.6	19.0	57.3
	9	34	13.2	13.4	70.8
	10	74	28.7	29.2	100.0
Refused	99	5	1.9	Missing	
	Total	258	100.0	100.0	

Mean 7.688

Valid cases 253 Missing cases 5

Q15. Thinking about safety and security at recreational sites managed by the Army Corps of Engineers, how safe and secure do you feel at Army Corps of Engineers recreational sites? Using a 10-point scale on which “1” means “not at all safe and secure” and “10” means “very safe and secure,” how safe and secure do you feel at Army Corps of Engineers recreational sites?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	3	1.2	1.2	1.2
	2	3	1.2	1.2	2.3
	3	8	3.1	3.1	5.5
	4	6	2.3	2.3	7.8
	5	20	7.8	7.8	15.6
	6	11	4.3	4.3	19.9
	7	31	12.0	12.1	32.0
	8	57	22.1	22.3	54.3
	9	44	17.1	17.2	71.5
	10	73	28.3	28.5	100.0
Don't know	98	2	.8	Missing	
		258	100.0	100.0	
	Total				

Mean 7.898

Valid cases 256 Missing cases 2

- -

Q16. How likely is it that you will visit an Army Corps of Engineers recreation site again in the future? Using a 10 point scale on which "1" means "very unlikely" and "10" means "very likely," how likely is it that you will visit a Army Corps of Engineers recreation site in the future?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	6	2.3	2.3	2.3
	2	2	.8	.8	3.1
	3	1	.4	.4	3.5
	4	2	.8	.8	4.3
	5	8	3.1	3.1	7.4
	6	1	.4	.4	7.8
	7	10	3.9	3.9	11.6
	8	19	7.4	7.4	19.0
	9	23	8.9	8.9	27.9
	10	186	72.1	72.1	100.0
		258	100.0	100.0	
	Total				

Mean 9.132

Valid cases 258 Missing cases 0

- -

QD1. What is your age, please?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	18	4	1.6	1.6	1.6
	19	2	.8	.8	2.4
	20	2	.8	.8	3.2
	21	1	.4	.4	3.6
	23	2	.8	.8	4.4
	24	1	.4	.4	4.8
	25	4	1.6	1.6	6.3
	26	4	1.6	1.6	7.9
	27	3	1.2	1.2	9.1
	28	2	.8	.8	9.9
	29	6	2.3	2.4	12.3
	30	5	1.9	2.0	14.3
	31	3	1.2	1.2	15.5
	32	8	3.1	3.2	18.7
	33	3	1.2	1.2	19.8
	34	5	1.9	2.0	21.8
	35	4	1.6	1.6	23.4
	36	4	1.6	1.6	25.0
	37	5	1.9	2.0	27.0
	38	6	2.3	2.4	29.4
	39	3	1.2	1.2	30.6
	40	8	3.1	3.2	33.7
	41	7	2.7	2.8	36.5
	42	7	2.7	2.8	39.3
	43	6	2.3	2.4	41.7
	44	2	.8	.8	42.5
	45	7	2.7	2.8	45.2
	46	8	3.1	3.2	48.4
	47	5	1.9	2.0	50.4
	48	5	1.9	2.0	52.4
	49	3	1.2	1.2	53.6
	50	8	3.1	3.2	56.7
	51	2	.8	.8	57.5
	52	7	2.7	2.8	60.3
	53	8	3.1	3.2	63.5

QD1. What is your age, please?

	54	8	3.1	3.2	66.7
	55	6	2.3	2.4	69.0
	56	7	2.7	2.8	71.8
	57	5	1.9	2.0	73.8
	58	6	2.3	2.4	76.2
	59	6	2.3	2.4	78.6
	60	5	1.9	2.0	80.6
	61	3	1.2	1.2	81.7
	62	5	1.9	2.0	83.7
	63	3	1.2	1.2	84.9
	64	3	1.2	1.2	86.1
	65	4	1.6	1.6	87.7
	66	1	.4	.4	88.1
	67	6	2.3	2.4	90.5
	68	3	1.2	1.2	91.7
	69	1	.4	.4	92.1
	70	1	.4	.4	92.5
	71	1	.4	.4	92.9
	72	3	1.2	1.2	94.0
	73	4	1.6	1.6	95.6
	74	3	1.2	1.2	96.8
	75	1	.4	.4	97.2
	76	3	1.2	1.2	98.4
	78	1	.4	.4	98.8
	80	2	.8	.8	99.6
	81	1	.4	.4	100.0
Refused	99	6	2.3	Missing	
	Total	258	100.0	100.0	

Mean 47.575

Valid cases 252 Missing cases 6

- -

QD2. What is the highest level of formal education you completed?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Less than High School	1	11	4.3	4.3	4.3
High School	2	50	19.4	19.4	23.6
Some College or Associate Degree	3	80	31.0	31.0	54.7
College Graduate	4	71	27.5	27.5	82.2
Post-Graduate	5	46	17.8	17.8	100.0
	Total	258	100.0	100.0	

Valid cases 258 Missing cases 0

QD3. Are you of Hispanic, Latino or Spanish origin?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No	0	238	92.2	92.6	92.6
Yes	1	19	7.4	7.4	100.0
Refused	99	1	.4	Missing	
	Total	258	100.0	100.0	

Valid cases 257 Missing cases 1

- -

QD401. Do you consider your race(s) as:

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
White	1	229	88.8	89.8	89.8
Black/African American	2	8	3.1	3.1	92.9
American Indian/Alaska Native	3	6	2.3	2.4	95.3
Other Race	6	12	4.7	4.7	100.0
Don't know	98	1	.4	Missing	
Refused	99	2	.8	Missing	
	Total	258	100.0	100.0	

Valid cases 255 Missing cases 3

- -

QD402. Do you consider your race(s) as:

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
White	1	1	.4	100.0	100.0
	.	257	99.6	Missing	
	Total	258	100.0	100.0	

Valid cases 1 Missing cases 257

QD5. What was your total annual family income in 2004?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Under $20,000	1	29	11.2	13.0	13.0
$20,000 but less than $30,000	2	19	7.4	8.5	21.5
$30,000 but less than $40,000	3	25	9.7	11.2	32.7
$40,000 but less than $60,000	4	49	19.0	22.0	54.7
$60,000 but less than $80,000	5	29	11.2	13.0	67.7
$80,000 but less than $100,000	6	35	13.6	15.7	83.4
$100,000 or more	7	37	14.3	16.6	100.0
Don't know	98	9	3.5	Missing	
Refused	99	26	10.1	Missing	
	Total	258	100.0	100.0	

Valid cases 223 Missing cases 35

- -

QD6. Gender (By Observation)

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Male	1	124	48.1	48.1	48.1
Female	2	134	51.9	51.9	100.0
	Total	258	100.0	100.0	

Valid cases 258 Missing cases 0

STATE STATE

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
ALABAMA	1	1	.4	.4	.4
ARIZONA	4	2	.8	.8	1.2
ARKANSAS	5	14	5.4	5.4	6.6
CALIFORNIA	6	12	4.7	4.7	11.2
COLORADO	8	6	2.3	2.3	13.6
CONNECTICUT	9	4	1.6	1.6	15.1
FLORIDA	12	4	1.6	1.6	16.7
GEORGIA	13	12	4.7	4.7	21.3
IDAHO	16	1	.4	.4	21.7
ILLINOIS	17	14	5.4	5.4	27.1
INDIANA	18	16	6.2	6.2	33.3
IOWA	19	9	3.5	3.5	36.8
KANSAS	20	11	4.3	4.3	41.1
KENTUCKY	21	18	7.0	7.0	48.1
MARYLAND	24	1	.4	.4	48.4
MASSACHUSETTS	25	4	1.6	1.6	50.0
MICHIGAN	26	3	1.2	1.2	51.2
MINNESOTA	27	7	2.7	2.7	53.9
MISSISSIPPI	28	2	.8	.8	54.7
MISSOURI	29	20	7.8	7.8	62.4
MONTANA	30	4	1.6	1.6	64.0
NEBRASKA	31	4	1.6	1.6	65.5
NEVADA	32	1	.4	.4	65.9
NEW HAMPSHIRE	33	1	.4	.4	66.3
NEW JERSEY	34	3	1.2	1.2	67.4
NEW MEXICO	35	1	.4	.4	67.8
NEW YORK	36	3	1.2	1.2	69.0
NORTH CAROLINA	37	7	2.7	2.7	71.7
NORTH DAKOTA	38	2	.8	.8	72.5
OHIO	39	15	5.8	5.8	78.3
OKLAHOMA	40	4	1.6	1.6	79.8
OREGON	41	7	2.7	2.7	82.6
PENNSYLVANIA	42	12	4.7	4.7	87.2
SOUTH CAROLINA	45	3	1.2	1.2	88.4
TENNESSEE	47	8	3.1	3.1	91.5
TEXAS	48	9	3.5	3.5	95.0
VERMONT	50	1	.4	.4	95.3
VIRGINIA	51	2	.8	.8	96.1
WASHINGTON	53	4	1.6	1.6	97.7
WEST VIRGINIA	54	5	1.9	1.9	99.6
WISCONSIN	55	1	.4	.4	100.0
		---	---	---	
	Total	258	100.0	100.0	

Valid cases 258 Missing cases 0

BRAND Brand

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Black Warrior and Tombigbee Lakes – ALABAMA	4	1	.4	.4	.4
Beaver Lake - ARKANSAS	6	3	1.2	1.2	1.6
Bull Shoals Lake - ARKANSAS	8	2	.8	.8	2.3
David D. Terry Lock and Dam - AR Riv Nav Sys - ARKANSAS	10	1	.4	.4	2.7
Degray Lake - ARKANSAS	11	3	1.2	1.2	3.9
Greers Ferry Lake - ARKANSAS	15	2	.8	.8	4.7
Lake Greeson - ARKANSAS	17	1	.4	.4	5.0
Lake Ouachita - ARKANSAS	18	2	.8	.8	5.8
Norfork Lake - ARKANSAS	22	1	.4	.4	6.2
Black Butte Lake - CALIFORNIA	32	1	.4	.4	6.6
Lake Kaweah - CALIFORNIA	40	1	.4	.4	7.0
Lake Sonoma - CALIFORNIA	42	1	.4	.4	7.4
Mojave River Dam - CALIFORNIA	44	1	.4	.4	7.8
S.F. Bay Model Regional Visitor Center - CALIFORNIA	49	1	.4	.4	8.1
Salinas Dam Santa Margarita Lake – CALIFORNIA	50	1	.4	.4	8.5
Stanislaus River Parks - CALIFORNIA	53	2	.8	.8	9.3
Bear Creek Lake - COLORADO	56	1	.4	.4	9.7
Chatfield Lake - COLORADO	57	4	1.6	1.6	11.2
Cherry Creek Lake - COLORADO	58	1	.4	.4	11.6
John Martin Dam - COLORADO	59	1	.4	.4	12.0
Black Rock Lake - COLORADO	61	1	.4	.4	12.4
Colebrook River Lake - CONNECTICUT	62	1	.4	.4	12.8
Hop Brook Lake - CONNECTICUT	64	1	.4	.4	13.2
Fernandina Harbor - FLORIDA	69	1	.4	.4	13.6
Lake Okeechobee and Waterway – FLORIDA	71	4	1.6	1.6	15.1
Lake Seminole - FLORIDA	72	1	.4	.4	15.5
Allatoona Lake - GEORGIA	74	7	2.7	2.7	18.2
Hartwell Lake - GEORGIA	77	2	.8	.8	19.0
Lake Sidney Lanier - GEORGIA	78	5	1.9	1.9	20.9
Richard B. Russell Dam and Lake – GEORGIA	80	1	.4	.4	21.3
Walter F. George Lake - GEORGIA	81	1	.4	.4	21.7
West Point Project - GEORGIA	82	1	.4	.4	22.1
Lucky Peak Lake - IDAHO	84	1	.4	.4	22.5
Carlyle Lake - ILLINOIS	85	3	1.2	1.2	23.6
Lake Shelbyville - ILLINOIS	88	4	1.6	1.6	25.2
Rend Lake - ILLINOIS	91	3	1.2	1.2	26.4
Brookville Lake - INDIANA	93	2	.8	.8	27.1
Cagles Mill Lake - INDIANA	94	2	.8	.8	27.9
Monroe Lake - INDIANA	100	2	.8	.8	28.7
Patoka Lake - INDIANA	102	3	1.2	1.2	29.8
Coralville Lake - IOWA	104	2	.8	.8	30.6
Lake Red Rock - IOWA	105	2	.8	.8	31.4
Saylorville Lake - IOWA	108	3	1.2	1.2	32.6
Clinton Lake - KANSAS	109	1	.4	.4	32.9
Council Grove - KANSAS	110	1	.4	.4	33.3

BRAND Brand					
Elk City Lake - KANSAS	112	1	.4	.4	33.7
John Redmond Reservoir - KANSAS	115	1	.4	.4	34.1
Milford Lake - KANSAS	119	1	.4	.4	34.5
Perry Lake - KANSAS	121	2	.8	.8	35.3
Tuttle Creek Lake - KANSAS	124	1	.4	.4	35.7
Wilson Lake - KANSAS	125	1	.4	.4	36.0
Barkley Lock and Dam, Lake Barkley - KENTUCKY	126	4	1.6	1.6	37.6
Barren River Lake - KENTUCKY	127	2	.8	.8	38.4
Cave Run Lake - KENTUCKY	130	5	1.9	1.9	40.3
Dewey Lake - KENTUCKY	131	1	.4	.4	40.7
Fishtrap Lake - KENTUCKY	132	1	.4	.4	41.1
Greenriver <2 locks> - KENTUCKY	135	1	.4	.4	41.5
Rough River Lake - KENTUCKY	144	3	1.2	1.2	42.6
Wolf Creek Dam, Lake Cumberland – KENTUCKY	146	6	2.3	2.3	45.0
Barre Falls Dam - MARYLAND	157	1	.4	.4	45.3
IWW Delaware R to Chesapeake Bay C + D Canal - MARYLAND	165	2	.8	.8	46.1
St. Marys River - MICHIGAN	171	1	.4	.4	46.5
Duluth-Superior Harbor - MINNESOTA	172	5	1.9	1.9	48.4
Keweenaw Waterway - MINNESOTA	173	1	.4	.4	48.8
Mississippi River Headwaters Lakes Project - MINNESOTA	176	3	1.2	1.2	50.0
Okatibbee Lake - MISSISSIPPI	193	1	.4	.4	50.4
Sardis Lake - MISSISSIPPI	194	1	.4	.4	50.8
Clarence Cannon Dam and Mark Twain Lake - MISSOURI	197	1	.4	.4	51.2
Clearwater Lake - MISSOURI	198	1	.4	.4	51.6
Harry S Truman Dam and Reservoir – MISSOURI	199	5	1.9	1.9	53.5
Long Branch Lake - MISSOURI	200	1	.4	.4	53.9
Longview Lake - MISSOURI	201	1	.4	.4	54.3
Pomme de Terre Lake - MISSOURI	202	2	.8	.8	55.0
Table Rock Lake - MISSOURI	208	7	2.7	2.7	57.8
Wappapello Lake - MISSOURI	209	2	.8	.8	58.5
Fort Peck Project- MONTANA	210	1	.4	.4	58.9
Twin Lakes - NEBRASKA	224	1	.4	.4	59.3
Otter Brook Lake – NEW HAMPSHIRE	232	2	.8	.8	60.1
Surry Mountain Lake – NEW HAMPSHIRE	233	1	.4	.4	60.5
Jemez Canyon Dam – NEW MEXICO	238	1	.4	.4	60.9
Whitney Point – NEW YORK	243	1	.4	.4	61.2
B. Everett Jordan Dam and Lake – NORTH CAROLINA	244	2	.8	.8	62.0
Cape Rear River <3 locks and dams> - NORTH CAROLINA	245	1	.4	.4	62.4
Falls Lake - NORTH CAROLINA	246	1	.4	.4	62.8
W. Kerr Scott Dam and Reservoir – NORTH CAROLINA	247	1	.4	.4	63.2
Garrison Dam Lake Sakakawea – NORTH DAKOTA	250	1	.4	.4	63.6
Homme Lake - NORTH DAKOTA	251	1	.4	.4	64.0
Alum Creek Lake - OHIO	253	2	.8	.8	64.7
Atwood Lake - OHIO	254	1	.4	.4	65.1

BRAND Brand

Belleville Locks and Dam <Ohio River> - OHIO	256	1	.4	.4	65.5
Berlin Lake - OHIO	257	1	.4	.4	65.9
Caesar Creek Lake - OHIO	259	1	.4	.4	66.3
Deer Creek Lake - OHIO	264	1	.4	.4	66.7
Delaware Lake - OHIO	265	2	.8	.8	67.4
Mohawk Dam - OHIO	271	1	.4	.4	67.8
Mosquito Creek Lake - OHIO	273	2	.8	.8	68.6
Senecaville Lake - OHIO	279	1	.4	.4	69.0
Tappan Lake - OHIO	280	2	.8	.8	69.8
Birch Lake - OKLAHOMA	287	1	.4	.4	70.2
Copan Lake - OKLAHOMA	291	1	.4	.4	70.5
Great Salt Plains - OKLAHOMA	295	1	.4	.4	70.9
Oologah Lake - OKLAHOMA	302	1	.4	.4	71.3
Tenkiller Ferry Lake - OKLAHOMA	308	3	1.2	1.2	72.5
Bonneville Lock and Dam - OREGON	314	1	.4	.4	72.9
Cottage Grove Lake - OREGON	315	1	.4	.4	73.3
Cougar Lake - OREGON	316	1	.4	.4	73.6
Detroit Lake - OREGON	317	2	.8	.8	74.4
John Day Lock and Dam, Lake Umatilla – OREGON	325	1	.4	.4	74.8
Lost Creek Lake - OREGON	327	2	.8	.8	75.6
Blue Marsh Lake - PENNSYLVANIA	334	2	.8	.8	76.4
Cowanesque Lake - PENNSYLVANIA	336	1	.4	.4	76.7
Crooked Creek Lake - PENNSYLVANIA	337	1	.4	.4	77.1
Francis E. Walter Dam – PENNSYLVANIA	343	1	.4	.4	77.5
Loyalhanna Lake - PENNSYLVANIA	357	1	.4	.4	77.9
Raystown Lake - PENNSYLVANIA	363	2	.8	.8	78.7
Shenango River Lake - PENNSYLVANIA	364	1	.4	.4	79.1
Tionesta Lake - PENNSYLVANIA	366	1	.4	.4	79.5
Youghiogheny River Lake – PENNSYLVANIA	369	2	.8	.8	80.2
Big Bend Dam Lake Sharpe – SOUTH DAKOTA	371	1	.4	.4	80.6
Gavins Point Project – SOUTH DAKOTA	375	1	.4	.4	81.0
Center Hill Lake – TENNESSEE	377	1	.4	.4	81.4
Cheatham Lock and Dam - TENNESSEE	378	2	.8	.8	82.2
J. Percy Priest Dam and Reservoir – TENNESSEE	381	2	.8	.8	82.9
Canyon Lake - TEXAS	389	3	1.2	1.2	84.1
Lewisville Lake - TEXAS	398	1	.4	.4	84.5
Texoma Lake - TEXAS	407	1	.4	.4	84.9
Town Bluff Dam, B.A. Steinhagen Lake - TEXAS	408	1	.4	.4	85.3
Waco Lake - TEXAS	410	1	.4	.4	85.7
Whitney Lake - TEXAS	412	2	.8	.8	86.4
North Springfield Lake - VERMONT	416	1	.4	.4	86.8
Philpott Lake - VIRGINIA	424	2	.8	.8	87.6
Ice Harbor Lock & Dam, Lake Sacajawea - WASHINGTON	427	1	.4	.4	88.0
Lake Washington Ship Canal – WASHINGTON	429	1	.4	.4	88.4

BRAND Brand

Mcnary Lock & Dam, Lake Wallula – WASHINGTON	433	1	.4	88.8
Mud Mountain Dam Project White River - WASHINGTON	435	1	.4	89.1
Bluestone Lake – WEST VIRGINIA	437	2	.8	89.9
Summersville Lake – WEST VIRGINIA	451	2	.8	90.7
Tygart Lake - WEST VIRGINIA	453	1	.4	91.1
Sturgeon Bay and Lake Michigan Ship Canal - WISCONSIN	456	23	8.9	100.0
Total		258	100.0	

Valid cases 258 Missing cases 0